



FOR IMMEDIATE RELEASE

July 31, 2020

## ICC Announces Moratorium on Disconnections Voluntarily Extended by Several Utilities

Chicago, IL... The Illinois Commerce Commission is pleased to announce that several of the state's large and small regulated electric, natural gas, water and sewer utilities have voluntarily agreed to keep residential customers connected for an additional month due to ongoing COVID-19 concerns. The moratorium on disconnections expired on July 26, 2020, however, with the voluntary extension, disconnections for residential customers will not occur for most customers until September 2020. Several utilities have also extended similar relief to business customers and have agreed to continue waiving late fees.

Ameren Illinois, Aqua Illinois, Consumer Gas, ComEd, Illinois American Water, Liberty, Nicor, Peoples Gas and North Shore Gas, Utility Services of Illinois are among the utilities with extended moratoriums on service disconnections.

“No one should have to fear losing life-saving utility service during a pandemic. The Commission appreciates the companies’ recognition of the continuing public health emergency and their voluntary efforts to provide much needed additional relief to affected customers,” said ICC Executive Director Christy George.

On June 18, 2020, the Commission approved the landmark COVID-19 utility relief agreements in Docket No. 20-0309, which were the product of negotiations between thirteen utility companies and numerous consumer advocacy groups and parties. In addition to extending the moratorium on disconnections and late payment fees, the agreements provided historic consumer protections involving utility credit and collection practices, deferred payment agreements, and temporary waivers of reconnection fees and new deposit requirements.

To learn more about the Commission’s response to COVID-19, please visit [www.icc.illinois.gov/home/covid-19](http://www.icc.illinois.gov/home/covid-19).

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## **About the Illinois Commerce Commission**

The Illinois Commerce Commission (ICC) is a quasi-judicial body made up of five Commissioners. Through its Public Utility Program, the Commission oversees the provision of adequate, reliable, efficient and safe utility services at the least possible cost to Illinois citizens served by electric, natural gas, telecommunications, water and sewer public utility companies. Through its Transportation Regulatory Program, the Commission oversees public safety and consumer protection programs with regard to intrastate commercial motor carriers of general freight, household goods movers, relocation towers, safety towers, personal property warehouses and repossession agencies. The Commission's Rail Safety Program also inspects and regulates the general safety of railroad tracks, facilities and equipment in the state.

To learn more about the Commission, its offices and bureaus, [click here](#). If you are a consumer who needs help resolving a utility dispute call 800-524-0795 or file an online complaint [here](#). For a complaint related to transportation, call 217-782-6448.

